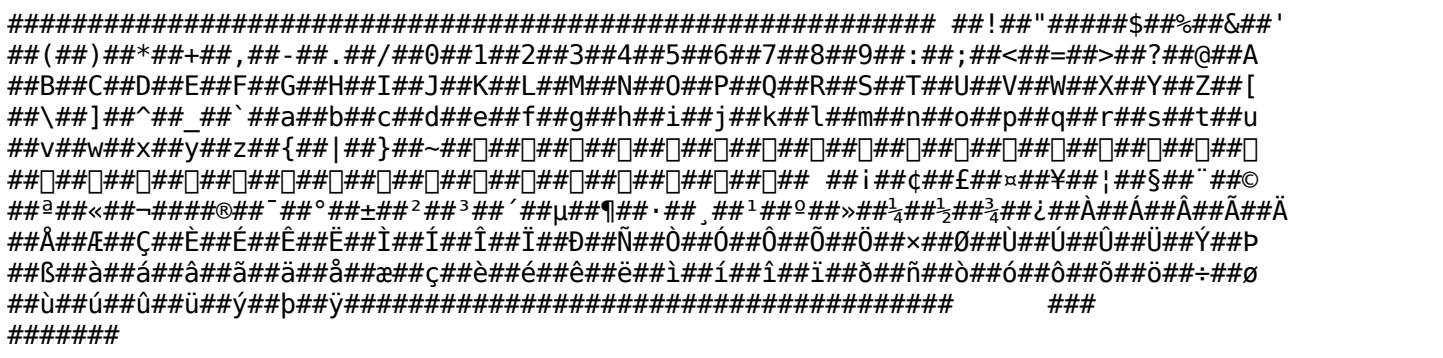

###ÿÿ#####ÿ□#ÿÿd#########d##########□###Welcome to today's presentation regarding TRICARE□s behavioral health care program. TRICARE offers comprehensive behavioral health care coverage for services that are considered medically necessary. To enjoy cost-savings, you are encouraged to seek behavioral health care from a military treatment facility (MTF), when available, or from a TRICARE network provider. Special referral and authorization requirements are in place for behavioral health care services. This presentation will provide an overview of the TRICARE-covered behavioral health care services and explain how to access care where you live. Please hold all questions until the end.

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u#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########Z#########□###Referral: The act or instance of referring a beneficiary to another authorized provider for necessary medical or behavioral health care treatment.Prior Authorization: A decision issued electronically or in writing that states TRICARE will cover services that have not yet been received. Failure to obtain a prior authorization when required will result in a denial of payment for those services.

###ÿÿ#####ÿ□#ÿÿd#########d#########N###To help you better understand some of the benefits information you will hear today, it is helpful to understand the meaning of these two terms. TRICARE is a managed care program, and it is necessary for you and your health care providers to be aware when referrals and authorizations are needed so your care can be managed properly and to ensure that claims are paid timely. REFERRAL: The act of referring a beneficiary to another authorized provider for necessary medical or behavioral health care treatment. PRIOR AUTHORIZATION: A decision issued electronically or in writing that states TRICARE will cover services that have not yet been received. Please note that when prior authorization is required it must be obtained BEFORE you receive the care. Failure to obtain a prior authorization when required will result in a denial of payment for those services. The next three slides will discuss referral and authorization requirements based on beneficiary category and enrollment status. We will discuss who to contact to obtain referrals and prior authorizations later in this presentation.

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C#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########Z#########Ó###Must seek care at a military treatment facility (MTF)May be referred to a civilian provider if MTF availability is limited If enrolled in TRICARE Prime Remote (TPR) services may be authorized by your SPOC #

##########ÿ#ÿÿd#########d#########±###Active duty service members must seek behavioral health care services at the nearest MTF, when available. If services are not available at the nearest MTF, you will be referred by the MTF to the appropriate civilian provider that will best meet your health care needs. If an active duty member is enrolled in TRICARE Prime Remote (TPR), behavioral health care services may be authorized by your Service Point of Contact (SPOC).#

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Entitled to eight (8) initial outpatient visits per fiscal year (Oct. 1□Sept. 30)No prior authorization required No primary care manager (PCM) referral is neededMust seek care from a TRICARE network providerPrior authorization is required after the eighth (8th) visit#

###ÿÿ#####ÿ□#ÿÿd#########d#########æ###As a TRICARE Prime beneficiary, you can be seen for up to eight (8) initial visits of outpatient behavioral health care per fiscal year without an authorization. The fiscal year runs from October 1 through September 30. Also, it is not necessary for you to obtain a referral from your primary care manager (PCM) for behavioral health care services, unless you are an active duty service member, in which case, you always require a referral and authorization. In most cases, you can self-refer to a TRICARE network behavioral health provider. Seeking care from a network provider will considerably reduce your out-of-pocket costs. Self-referral to a non-network provider may incur point-of-service (POS) expenses. Prior authorization is required after the eighth visit. Your behavioral health provider is responsible for requesting additional visits if he or she deems it medically necessary. Later in this presentation, we will discuss how to obtain prior authorization in greater detail.

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      £úÿÿ ###ÿÿ#####ÿ□#ÿÿd#########F#########2####TRICARE Standard and #TRICARE
Extra Beneficiaries

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÷□ûV u#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#########6###No referrals required for any outpatient visits Entitled to eight (8) initial outpatient visits per fiscal year without authorization Prior authorization is required after the eighth (8th) visitSeeking care from a TRICARE network provider will reduce your out-of-pocket costs under the TRICARE Extra option

##########ÿ#ÿÿd#########d#########.###If you are using TRICARE Standard or TRICARE Extra, you can be seen for up to eight (8) initial visits of outpatient behavioral health care per fiscal year without an authorization. Referrals are not required under TRICARE Standard or TRICARE Extra at any time. You can self-refer to any TRICARE-authorized behavioral health provider. However, seeking care from a TRICARE network provider will reduce your out-of-pocket costs under the TRICARE Extra option. After the eighth visit, prior authorization is required. Your behavioral health provider is responsible for requesting additional visits if he or she deems it medically necessary. Later in this presentation, we will discuss how to obtain prior authorization in greater detail. The fiscal year runs from October 1 through September 30 of every year.

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£úÿÿ$###ÿÿ#####ÿ□#ÿÿd#########F#########4###Beneficiaries Eligible for both TRICARE and Medicare

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###ÿÿ#####ÿ□#ÿÿd#########d#########É###If you are using Medicare as your primary payer, you are not required to obtain referrals or prior authorization for outpatient or inpatient behavioral health care services. When your behavioral health benefits are exhausted under Medicare or you have exhausted your 30 day inpatient TRICARE mental health benefit per fiscal year, TRICARE becomes your primary payer. You must receive prior authorization from your TRICARE regional contractor at that time.#

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###########□#ÿÿd#########d#########!###Psychiatrists (M.D., D.O.)Clinical
Psychologists (Ph.D.)Certified psychiatric nurse specialists (PNS)Master□s-level
clinical social workers (MSW)Certified marriage and family therapists (MFT)
Pastoral counselors & Mental health counselors* *with physician referral and
supervision+
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##########ÿ□#ÿÿd#########d#########P###The following types of providers are authorized to provide behavioral health care services. If you are unsure which type of provider would best address your needs, you can contact your regional contractor for assistance. Later in this presentation, I will give you the contact information for your regional contractor. **Presenter please emphasize the need for a physician referral if a beneficiary seeks care with a pastoral counselor or a mental health counselor. It is a Department of Defense/TRICARE Policy requirement that a referral indicating ongoing communication between the beneficiary□s physician and these types of behavioral health providers be obtained. It is also necessary for the counselor to have a referral for claims payment purposes. This referral is necessary PRIOR to being seen by the pastoral or mental health counselor.

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###Outpatient psychotherapy is limited to a maximum of two sessions per week in any combination of individual, family, collateral, or group sessions and is not covered when the patient is an inpatient in an institution. Outpatient Services

Earlier, I discussed an overview of the initial outpatient therapy benefit offered to you under the TRICARE program. Eight initial visits are available for your use each fiscal year. TRICARE also covers Family Therapy, Collateral Visits, Play Therapy, Psychoanalysis, and Psychological Testing. Please be advised that prior authorization is required for Psychoanalysis and for Psychological Testing. For more detailed information regarding these behavioral health services, frequency limitations, and authorization requirements, please contact your regional contractor. Please note that some exclusions may apply depending on the circumstances of the care being provided.

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u#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########Z#########À###Inpatient ServicesAcute Inpatient
Psychiatric CarePsychiatric Partial HospitalizationResidential Treatment Center
(RTC) Care Substance AbuseDetoxificationRehabilitationOutpatient care
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##########ÿ□#ÿÿd#########d#########□###Inpatient psychotherapy is limited to five sessions per week in any combination of individual, family, collateral, or group sessions. The duration and frequency of additional care is dependent upon medical necessity. TRICARE also offers various levels of inpatient behavioral health benefits. INPATIENT Services□Acute Inpatient Psychiatric Care, Psychiatric Partial Hospitalization, Residential Treatment Center (RTC) Care, Substance Abuse treatment including detoxification, rehabilitation, and outpatient care. For more detailed information about covered and noncovered behavioral health care services, contact your regional contractor.

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      £úÿÿ ###ÿÿ#####ÿ□#ÿÿd#########d#########0###Accessing Care and Obtaining
Prior Authorization
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      ##ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#############Contact your TRICARE Regional
Contractor or TRICARE Area Office (TAO):To find out more information about your
benefitsFind a behavioral health care provider in your areaYour behavioral
health care provider is responsible for obtaining prior authorization for
additional visits[
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###ÿÿ#####ÿ#ÿÿd#########d#############To find out more information about your TRICARE behavioral health care benefits or to find a provider, you can call the regional contractor in your area. Your behavioral health care provider is responsible for obtaining prior authorization for behavioral health care visits beyond the initial eight visits each fiscal year. If your provider determines that continued health care is necessary, he or she should contact the TRICARE regional contractor in your region to obtain authorization for additional treatment sessions. **Presenter please note that the next several slides contain specific contact information for each stateside TRICARE regional contractor and each overseas TRICARE Area Office (TAO). Please select the slides that specifically pertain to the audience you are presenting.

###ÿÿ#####ÿ□#ÿÿd#########d#########□###TRICARE South Region□includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee (excluding the Ft. Campbell area), and Texas (excluding the El Paso area). Humana Military Healthcare Services, Inc., has subcontracted with ValueOptions to provide behavioral health services in the South Region. Contact ValueOptions at 1-800-700-8646 or visit www.humana-military.com.

##########ÿ□#ÿÿd#########d#########ë###TRICARE North Region□includes Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin, and portions of Iowa (Rock Island Arsenal area), Missouri (St. Louis area), and Tennessee (Ft. Campbell area). Contact Health Net Federal Services at 1-877-874-2273, or visit www.healthnetfederalservices.com.S

##########ÿ□#ÿÿd#########d#########µ###TRICARE West Region□includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding Rock Island Arsenal area), Kansas, Minnesota, Missouri (except the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner, including El Paso), Utah, Washington, and Wyoming. Contact TriWest Healthcare Alliance at 1-888-TRIWEST (1-888-874-9378) or visit www.triwest.com.?

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      áúÿÿ ###ÿÿ#####ÿ□#ÿÿd#########d#########-###Accessing Care in the TRICARE
#Pacific Region#
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u#############□#ÿÿd#########d#########a###TRICARE Pacific□includes Guam,
Japan, and Korea Call 1-888-777-8343, option 4 for assistance #

###ÿÿ#####ÿ□#ÿÿd#########d#############The TRICARE Pacific Region includes more than 50 countries across 12 time zones, including Japan, Korea, and Guam. Call 1-888-777-8343, option 4 for more information on the TRICARE Pacific Region. The same referral and authorization requirements apply to beneficiaries in the TRICARE Pacific Region as for those in CONUS regions. Most behavioral health care services are coordinated through an MTF, including care from host nation providers. Contact your TRICARE Service Center or the TRICARE Area Office□Pacific for assistance.

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      áúÿÿ ###ÿÿ#####ÿ□#ÿÿd#########d#########,###Accessing Care in the TRICARE
#Europe Region
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C#############□#ÿÿd#########d#########8###TRICARE Europe□includes Europe,
Africa, and the Middle EastTo contact TRICARE Europe:DSN 496-636200-49-(0)6302-
47-6362From CONUS 1-888-777-8343www.europe.tricare.osd.mil/main/mental_healthYou
may be referred to ValueOptions if needed care is not available in Europe.1-800-
700-8646www.humana-military.com

##########ÿ#ÿÿd#########d#########t###TRICARE Europe includes Europe, Africa, and the Middle East. For information about behavioral health care services:

Call TRICARE Europe: DSN, 496-6362 Commercial, 00-49-(0)6302-47-6362

CONUS, call toll free at 1-888-777-8343 Visit www.europe.tricare.osd.mil/main/mental_health The same referral authorization requirements apply to beneficiaries in TRICARE Europe as for those in CONUS regions. When needed care is not available in Europe, you may be referred to a U.S. behavioral health care facility by ValueOptions for hospitalization. To contact ValueOptions, call 1-800-700-8646 or visit #www.humana-military.com.

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áúÿÿ ###ÿÿ#####ÿ□#ÿÿd#########d#########D###Accessing Care in the TRICARE
Latin America and Canada (TLAC) Region

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u#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#########L###TRICARE Latin America and Canada□includes all of Latin America (except Panama; includes the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands Call ValueOptions1-800-700-8646 Exceptions apply to beneficiaries in Guantanamo Bay, CubaActive duty service members and family members must seek care from the Naval Hospital

###ÿÿ#####ÿ□#ÿÿd#########d#########H###TRICARE Latin America and Canada (TLAC) includes all of Latin America (except Panama; includes the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands. The same referral and authorization requirements apply to beneficiaries in TLAC as for those in CONUS regions. All TRICARE Standard beneficiaries [except Guantanamo Bay, Cuba (GTMO)] must contact ValueOptions at 1-800-700-8646 to obtain prior authorization beyond the initial eight visits. Active duty service members and active duty family members in Guantanamo Bay, Cuba must seek all care from the Naval Hospital.

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      s#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#############Active duty service members may not self-refer for any behavioral health careContact nearest MTF orTRICARE Area Office 1-888-777-8343, option 31-706-787-2424All other TRICARE Prime beneficiariesHumana Military Healthcare Services#Puerto Rico Call Center 1-800-700-7104

###ÿÿ#####ÿ□#ÿÿd#########d#########ï###Active duty referrals should be faxed to the Humana Military Healthcare Services Puerto Rico Call Center for authorization at 1-800-788-1366. Service members may not self-refer for any behavioral health care and should contact the nearest MTF or the TRICARE Area Office (TAO) at #1-888-777-8343, option 3 or 1-706-787-2424 for assistance. All other TRICARE Prime beneficiaries should contact the Humana Military Healthcare Services Puerto Rico Call Center at 1-800-700-7104 for assistance.Á

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      áúÿÿ$###ÿÿ#####ÿ□#ÿÿd#########d#########9###Seeking TRICARE Global Remote
Overseas Health Care (TGRO)#
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□#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#########ò###TRICARE Global Remote Overseas□includes Central/South America, the Caribbean Basin, and the U.S. Virgin IslandsTRICARE Area Office1-888-777-8343, option 31-706-787-2424TRICARE Latin America and Canada (TLAC) PCM Call Center 1-800-834-5514

###ÿÿ#####ÿ□#ÿÿd#########d#########i###TRICARE Global Remote Overseas (TGRO) includes Central and South America, the Caribbean Basin, and the U.S. Virgin Islands. If receiving care at an MTF, prior authorization for care after the initial eight visits must be approved by a military provider. If not receiving care from an MTF, contact the TRICARE Area Office (TAO) at #1-888-777-8343, option 3 or 1-706-787-2424 or the International SOS (ISOS) TRICARE Latin America and Canada (TLAC) PCM Call Center at #1-800-834-5514. The TLAC Mental Health Outpatient Form must be completed by your behavioral health care provider and additional visits must be approved by the TAO prior to seeking further care. (Please contact your TRICARE Point of Contact (POC) or the TAO to obtain this form.) For assistance with obtaining inpatient behavioral health care, contact the ISOS TLAC PCM Call Center at 1-800-834-5514.r

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u#ÿÿ####ÿÿ#####ÿ□#ÿÿd#########d#########Ü###Active duty service members and family members should seek care through the Canadian Forces Health Facility (CFHF) If care is not available from the CFHF, all care will be obtained from civilian providers or facilities

###ÿÿ#####ÿ□#ÿÿd#########d#########c###Active duty service members and accompanying family members (enrolled or TRICARE Prime-eligible) should seek specialty care through their Canadian Forces Health Facility (CFHF) per the reciprocal health care agreement. If care is not available at the local CFHF, all care will be obtained from a civilian provider/facility using their Blue Cross coverage.i

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      £úÿÿ ###ÿÿ#####ÿ□#ÿÿd#########d#########6###Things to Remember When
Seeking Behavioral Health Care

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You must be under the care of a provider authorized to prescribe drugs if you are taking prescription medications for a behavioral health condition.It is recommended that psychiatric medication management services be provided by a psychiatrist. Most non-medical behavioral health providers (e.g., clinical psychologists, clinical social workers, marriage & family therapists, psychiatric nurse specialists) do not need a physician referral and supervision.Pastoral and Mental Health Counselors do require a physician referral and supervision prior to being seen. Your provider is expected to consult/refer you to a physician for treatment of a condition that co-exists with your behavioral health condition.m

##########ÿ□#ÿÿd#########d#########¡###To ensure that your behavioral health care is covered, remember the following: If you are taking prescription medications for a behavioral health condition, you must be under the care of a provider authorized to prescribe drugs. While this can be a primary care manager (PCM), it is often preferable to receive psychiatric medication management services from a psychiatrist who is an expert in this area. Most non-medical behavioral health providers (e.g., clinical psychologists, clinical social workers, psychiatric nurse specialists, and marriage and family therapists) may render behavioral health care services without a physician referral and supervision, except for pastoral and mental health counselors. Your behavioral health provider is expected to consult with, or refer you to, a physician for evaluation and treatment of physical conditions that may co-exist and contribute to a behavioral health condition.¥

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